

# Government Issue

AT&T'S NEWSLETTER FOR ITS FEDERAL GOVERNMENT CUSTOMERS

VOL. 3 No.5 SEPTEMBER/OCTOBER 94



## HAPPY BIRTHDAY SMOKEY

USDA and AT&T Kick Off  
Smokey's 50th Birthday Bash

SEE PAGE 2



# America's Icon Turns 50!

## AT&T FTS2000 Data Service Aids Smokey in Fire Prevention

**H**E CLUNG FOR LIFE ON A charred tree limb — his body badly burned from the devastating fire that hit New Mexico's Lincoln National Forest in May 1950. Firefighters carried the bear cub to safety, where he was named Smokey Bear by the local game warden.

From that day on, the cub's mission was to represent the character created six years earlier for a national fire prevention campaign sponsored by the U.S. Department of Agriculture (USDA) Forest Service.

Nine out of 10 forest fires are caused by human carelessness. That was true in 1944 when the campaign began and it's true today. "So far this season, more than 2.2 million acres have burned, resulting in more than 20 deaths of our highly trained men and women," said

USDA Secretary Mike Espy. "Smokey's message is still so important. A wildfire that never starts cannot take priceless lives and our forests."

Gail Scavongelli, telecommunications manager for the Forest Service, said, "This fire season has been unusually difficult for us. We count on



PHOTO BY KATHY KOENIG

AT&T to provide connectivity for our data traffic when we set up crisis management centers near or in fire areas."

The Forest Service uses AT&T FTS2000 Packet Switched Service. It provides cost-effective data networking and is particularly well-suited for applications that involve sending or receiving information in batches rather than in a steady stream.

"When fires are blazing, we continually work with our suppliers to bring in food, people, planes — you name it," said Scavongelli. "Using AT&T's data service allows us to place those orders and update them when our situation changes."

"When lives are at stake, there's no time to waste. We need the fastest and most reliable communications pos-

**From left, Rep. Patricia Schroeder, D-Colo.; Smokey Bear; Rich Roca, AT&T FTS2000 program management vice president; U.S. Department of Agriculture Secretary Mike Espy and Assistant Secretary James Lyons celebrated 50 years of fire prevention.**

sible to assist the firefighters," she said.

On Aug. 9, Smokey celebrated his 50th birthday. AT&T sponsored the ceremony that kicked off Smokey's three-week commemoration in the nation's capital.

"Smokey and his message will live on," said USDA Assistant Secretary James Lyons. "Every generation is a new beginning for us to teach... *Remember... only you can prevent forest fires.*" ■





# Telecommuting

## AT&T FTS2000 Helps Cut Driving Time, Increase Productivity



**Paralegal Julie Jones telecommutes once a week from the InTeleWork Center in Waldorf, Md., saving more than three and a half hours of travel time . . .**

**J**ULIE JONES COMMUTES 30 miles from her home in Clinton, Md., to the Defense Mapping Agency in Washington. On a good day, it takes her an hour and 20 minutes. On a bad day — like when it rains or there's a traffic accident — her one-way commute is no less than two hours.

Jones, a paralegal, is like many federal employees across the country who struggle to get to work each day. "There's so much productive time lost sitting in bumper-to-bumper traffic," she said.

So when the federal government and Charles County Community College teamed up to develop a two-year telecommuting pilot program, Jones

questions and requests from the public. It's just as easy for me to work here at the center as it is from my Washington office."

Jones relies on FTS2000 data transmission service. Her letters, memos and responses are easily transmitted from her computer at the Waldorf center over FTS2000 data lines to her colleagues in Washington.

"Telecommuting has huge potential benefits — everything from reducing pollution to enhancing local economic development and improving the quality of life of the telecommuters," said Blum. "The Department of Transportation estimates it could save up to 35 billion miles of vehicle travel by 2002 if telecommuting was implemented nationwide."

"Telecommuting gives people more time to spend with their families and in their communities," said Blum. "When the federal worker has to leave home by 6:30 a.m. to get to work by 8 and then doesn't get home until 6 or 7 in the evening, that doesn't leave time for PTA meetings, Little League games or community volunteering."

Tina McClure agreed. "My commute from my home in Indian Head, Md., to Washington can be anywhere from 45 minutes to two hours each way," she said. "When I telecommute from the

and 41 other federal employees living in Southern Maryland jumped at the opportunity.

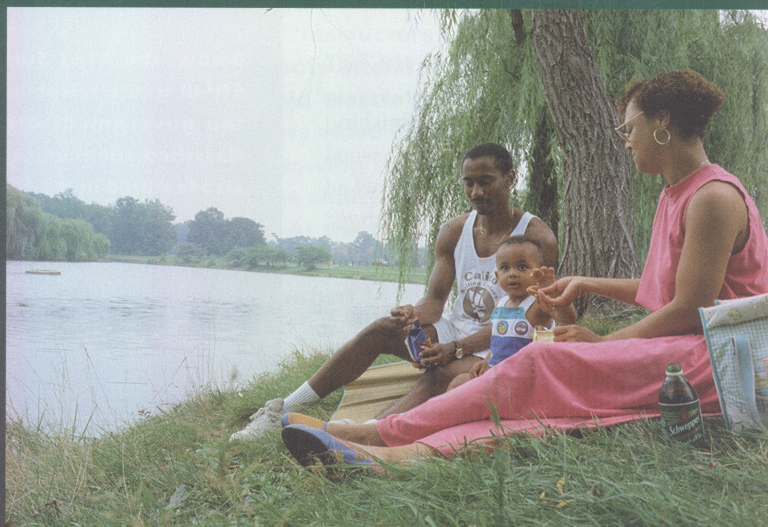
"Congress wanted to address barriers to successful telecommuting and brought in the college to create a telework program," said Eric Blum, InTeleWork director. "The administration is looking for ways to work smarter and cheaper as part of the vice president's reinventing government initiative. Telecommuting can certainly help meet these goals."

Opened in April, the InTeleWork Center in Waldorf, Md., houses 14 workstations that currently accommodate 42 telecommuters. "We provide the physical work stations and the equipment and contract with AT&T to provide FTS2000 communications services," said Blum.

AT&T's Merlin Legend® communications system and MLX 20L™ telephones provide connectivity through FTS2000 ISDN lines. Integrated Services Digital Network allows the transmission of voice, video and data services over the same line. Telecommuters use their AT&T Federal Calling Cards to place their long-distance calls.

Jones telecommutes once a week from the center. "The advantages for me are numerous," she said. "I spend a lot of my time researching and reading materials pertaining to the Freedom of Information and Privacy Acts. I prepare written responses to

**. . . and allowing her to spend more time with husband Karl and 11-month-old son, Jaelan.**



PHOTOS BY RICHARD FRAZIER

InTeleWork Center, I'm home in half an hour."

McClure is a program analyst for the Federal Aviation Administration. "I prepare analyses on air traffic effectiveness and answer letters from the public that are sent through their Congressional representatives."

CONTINUED ON PAGE 7



# That's a Wrap

AT&T Products Share the Spotlight in *Clear and Present Danger*

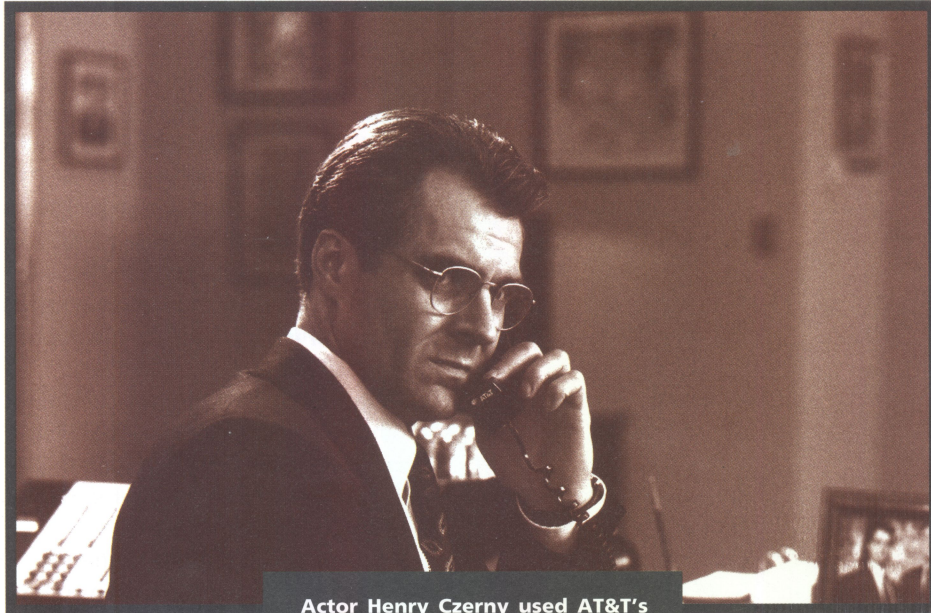


PHOTO BY BRUCE MURDOCK © 1994 PARAMOUNT PICTURES

Actor Henry Czerny used AT&T's MERLIN LEGEND phone in the Paramount film *Clear and Present Danger*.

**IN** THE CAN. THAT'S WHEN MICKEY Michaels is the happiest.

"There's no better feeling than finishing a feature film," said Michaels, Hollywood set decorator. Michaels dressed the set of Paramount's *Clear and Present Danger* starring Harrison Ford, using AT&T communications props.

"Integrity is crucial when decorating a set," said Michaels. "It's my job to help the audience understand and believe that what's on the big screen happens in real life."

That's why Michaels worked closely with Maryann Seduski, AT&T product placement director. "After reading the *Clear and Present Danger* script, Mickey and I chose the AT&T products to fit the scenes," said Seduski. "We even arranged for him to do a site survey of the AT&T communications products in the Oval Office."

Many scenes required telephones and secure communications. The MERLIN LEGEND® Secure system was featured in the movie.

"Everyone knows the president has regular business phones

Below, the AT&T Surity™ 1100 STU-III secure telephone, used by top government officials for classified communications, was also featured in the film.



PHOTO COURTESY OF AT&T

and those 'secret' phones on his desk," said Michaels. "AT&T provided us with STU-IIIs for secure communications. We used them in several scenes, including the White House, the Central Intelligence Agency and the Drug Enforcement Agency office at the American embassy in Bogota."

The AT&T STU-III is a secure telephone unit available only to classified government agencies and contractors sponsored by those agencies. It digitally encrypts, or scrambles, both voice and data transmissions so anyone tapping the line cannot access the information.

*Clear and Present Danger* is just one of hundreds of films and television programs showcasing AT&T products. "I was placing AT&T pay phones in *West Side Story* back in 1961 and in *The Russians are Coming*, *The Russians are Coming* in 1966," said Michaels. "AT&T has donated equipment and cooperated with the entertainment industry for a long time. As more and more high-tech movies are produced, I'll rely on AT&T for its communications expertise." ■



# Shining Star

## AFI Chooses AT&T Long-Distance Service

Casablanca

*The Sound of Music*

### CLEAR AND PRESENT DANGER

THIS IS JUST A SAMPLING OF THE THOUSANDS OF FILMS THE AMERICAN Film Institute (AFI) registers in its movie data base. AFI was established by the National Endowment for the Arts when President Lyndon Johnson signed the National Foundation on the Arts and the Humanities Act of 1965.

**Dick Lombardi, AT&T vice president of Business Communications Services - Federal Systems, right, joined Willem Dafoe at the world premiere of *Clear and Present Danger*.**



PHOTO BY ELISA KOMINS

As the only national arts organization devoted to film, television and video, AFI serves as the coordinator for the many individuals and institutions concerned with the moving image as an art form.

"We run workshops, exhibits and training programs throughout the year," said Kim Wheeler, director of Public Affairs. "AFI's Center for Advanced Film and Television Studies in Los Angeles trains aspiring film and videomakers. And we work with studios, like Paramount, preparing for premieres such as *Clear and Present Danger*."

AFI's three offices in New York, Los Angeles and Washington set up programs and coordinate entertain-

ment activities. They rely on AT&T long-dis-

tance service to keep in close contact with each other, their clients and the public.

"Before we switched to AT&T, we had several carriers handling our business," said Wheeler. "AT&T analyzed our calling volumes and recommended CustomNet<sup>SM</sup>, a discount calling plan. Now, all our offices are using AT&T and AFI saves more than 15 percent a month on our long-distance calls. That's a real winner."

If you'd like more information on how AT&T's long-distance service can make your agency deliver a stellar performance, contact your AT&T account representative at 1 800 253-3846. ■

### CONGRATULATIONS!

DR. PHILIP WESTFALL, DIRECTOR, Center for Distance Education, Air Force Institute of Technology (AFIT) at Wright-Patterson Air Force Base in Ohio will be inducted into *Teleconference Magazine's* Hall of Fame later this year. A pioneer in the teleconference and distance learning community, Westfall established a distance learning single satellite network for the Department of Defense (DoD).

"We started in 1990 with the idea of providing a distance learning network for the military and agencies throughout the federal government," said Westfall. "It was a long, challenging road but my team worked with the Defense Information Systems Agency and AT&T to get it done."

This distance learning network uses Compressed Digital Video (CDV), a satellite-based service on AT&T's Defense Commercial Telecommunications Network (DCTN). From AFIT, compressed video signals travel via satellite to reach downlink stations across the nation.

"Instructors teach from AFIT while students attend at their local military bases," said Westfall. "DCTN CDV provides a one-way video broadcast with two-way audio — allowing students real-time instruction and the ability to ask questions on the spot."

At the time of Westfall's retirement from the U.S. Air Force in July, the network reached 14 Air Force and 65 U.S. Army sites. An additional 57 Air Force sites will join the network this November.

"We're saving DoD a lot of money by offering an alternative way for students to attend classes," said Westfall. "The distance learning network paid for itself with just one course. In the last year and a half, more than 3,600 students attended our Acquisition Management class, saving the government millions on travel expenses, lodging and food — that's all it took."

If you'd like more information on using DCTN for distance education, contact your AT&T account representative. ■



Dr. Philip Westfall

PHOTO COURTESY OF THE U.S. AIR FORCE





## Full-Court Press

### Veterans and AT&T Unite in National Wheelchair Games

**T**HEY CAME. THEY PLAYED. They competed. From track and field events to weight lifting to swimming, more than 600 wheelchair veterans participated in the 14th National Veterans Wheelchair Games in Kansas City, Mo.

AT&T, as a Gold Medal sponsor, teamed with the Department of Veterans Affairs and the Paralyzed Veterans of America to support this

six-day event in July. The games were open to all U.S. military veterans who use wheelchairs due to spinal cord injury, neurological conditions, amputation or other mobility impairments.

More than 100 AT&T active and retired employees served as volunteers, assisting athletes with the many events and helping them make free long-distance calls and

send fax messages. They worked behind the scenes to provide clerical, technical and transportation support.

AT&T Global Information Solutions exhibited many of its products and services for people with disabilities. These are available through its Special

Needs Access Program (SNAP). For example, individuals who are unable to use their hands for typing on a computer keyboard can use voice input or a head-mounted device. The device lets them use head movements to guide an on-screen keyboard.

AT&T also offers a variety of products and services for deaf, hard-of-hearing and blind users. The company is the exclusive provider of Operator Services for the Deaf, capable of handling any calling need for text-telephone users nationwide. Researchers at AT&T Bell Laboratories pioneered text-to-speech technology, which synthesizes typewritten text into human speech.

AT&T Global Information Solutions offers needs assessment, product integration and a variety of training programs that allow people with disabilities to make the most efficient use of their computers and work environments.

If you'd like more information on AT&T products and services for people with disabilities, please contact the AT&T SNAP Sales Support Center at 1 800 762-7123 or 1 800 762-7889 (TTY). ■

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## A SELECTION OF PRODUCTS FOR PEOPLE WITH DISABILITIES

**A Head-Activated Mouse**, used in conjunction with on-screen keyboard software, provides full control over mouse and keyboard for persons without the use of their arms, hands or feet. The user controls mouse movements and the keyboard through a combination of head movements and by blowing puffs of air into a mouth stick.

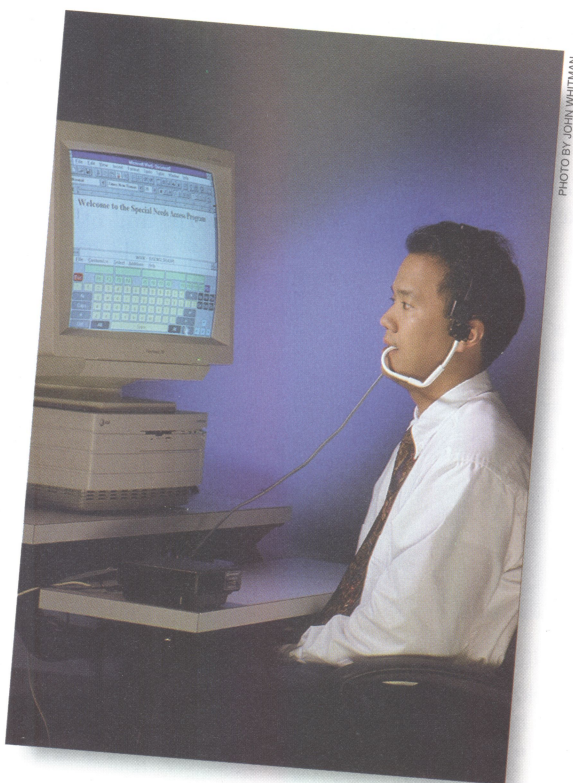


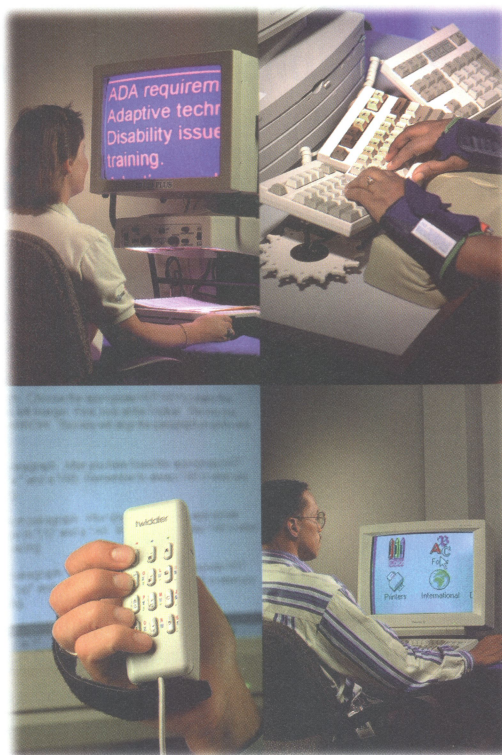
PHOTO BY JOHN WHITMAN

**A Color Document Magnifier** is a closed-circuit television camera that enlarges books, magazines and documents from five to 60 times their original size. This model comes with a 20-inch screen and has 20 selectable foreground and background color combinations.

**The Comfort Keyboard** system lessens fatigue and increases comfort. The keyboard features three independent sections — left hand, right hand and numeric keypad — that rotate and tilt to any position and then lock into place, conforming to each individual's most comfortable typing posture.

**Enhanced Dictation System** is a Windows\*-based voice recognition product. It includes a 30,000-word dictionary which is expandable to 60,000 words.

**An Alternative Keyboard** can be used by individuals who have the use of only one hand. It has 12 keys that are controlled by four fingers with the thumb controlling shift, number lock, etc. In addition, the alternative keyboard functions as an integrated mouse.



PHOTOS BY JOHN WHITMAN

## Telecommuting

CONTINUED FROM PAGE 3

"When I'm in my Washington office, I can only prepare one or two responses a day," said McClure. "At the Waldorf center, I crank out nine or 10. I have peace and quiet — no disruptions. I'm more productive and if my boss needs to reach me, I'm only a phone call or e-mail away."

"The two hours I save a day in commuting time, I'm using to work on an associates degree in management development at the community college."

Telecommuting is not for everyone. "Candidates should meet at least three criteria for acceptance in the program," said Blum. "They should have a 'knowledge-type' job where, for example, there's reading or writing involved that could be done away from the home office. A receptionist, for example, who is expected to greet people, would not be a good candidate for telecommuting. Second, we're looking for someone with a pioneering spirit who likes new challenges and third, the candidate must have supervisor and agency approval."

The Waldorf center is open 24 hours a day, seven days a week. Telecommuters have access cards for secure entrance into the building. This gives them the option to come in and work on projects whenever they need to.

"Because of its technical innovations and interest in the workplace of tomorrow, AT&T was a natural partner for us in this venture," said Blum.

Plans for expansion include an additional 10 workstations at the Waldorf site and two new locations in Calvert and St. Mary's counties in Southern Maryland.

If you'd like information on the InTeleWork program, contact Blum on 301 934-2251. If you'd like information on how AT&T's products can keep you closer to home, contact your AT&T account representative. ■



# N O R T H E R N E X P O S U R E

## Canada Goes All-AT&T for MITNET in North America

CANADA'S DEPARTMENT OF FOREIGN AFFAIRS AND INTERNATIONAL Trade (DFAIT) chose AT&T as the exclusive carrier for the North American portion of its worldwide Multipurpose Integrated Telecommunications Network (MITNET), which links Canadian Embassies in more than 60 locations around the world.

The three-year MITNET agreement includes ACCUNET® Spectrum of Digital Services, International ACCUNET Digital Services and Megacom® Plus long-distance services. The contract covers all 14 offices in the United States and Mexico. AT&T already provides MITNET with international circuits to 12 countries in the Pacific Rim and to London, Moscow and New Delhi.

MITNET, DFAIT's five-year-old private network, provides all

international voice, data and secure communications to Canada's diplomatic corps and other government agencies around the world. The network features a worldwide seven-digit dialing plan, fax and high-speed secure data transmissions.

"We chose AT&T because we've been extremely satisfied with the service it's already providing us on the Pacific Rim portion of our network," said Charles Spiers, who manages the MITNET network from his DFAIT office in Ottawa. "And AT&T's proposal was very competitively priced. We have quite a level of satisfaction with all of our AT&T contacts, and we're glad to extend these working relationships even further."

To learn how AT&T can help you meet your international communications needs, please call AT&T New Market Development Manager Robert Ortiz at 301 608-5307. ■



# S O U T H E R N E X P O S U R E

## AT&T Is Numero Uno With Mexico

THE SECRETARIA DE RELACIONES EXTERIORES OF MEXICO (SRE) has named AT&T its global communications partner. As the agency's telephone agent, AT&T will provide all U.S. and international long-distance services for the SRE's more than 40 U.S. offices.

The SRE, responsible for all foreign relations activities for the government of Mexico, will use AT&T Custom-Net® and MegaPlus® multi-location volume discount long-distance services for voice and data transmission among its American outposts. These include the Mexican Embassy, United Nations mission, Embassy to the Organization of American States and consulates in major cities nationwide.

Operating from a hub in McAllen, Texas, the services will offer the SRE considerable savings over its previous arrangement with several carriers. "We determined that one office, for example, would save as much as 22 percent per month because rates are lower than those of their existing carrier," said Veronica Ogunsula, AT&T Federal Systems International account executive. "And because we base the SRE's discounts on the total volume of all its offices, we could offer more competitive rates throughout the organization."

With international traffic of approximately 1 million minutes and domestic traffic of about 500,000 minutes a year, the SRE is

one of AT&T's largest international diplomatic customers.

The Mexican agency chose AT&T because of its technology, level of discounts, breadth of services and quality of service delivery. "We're very happy with AT&T's attention to our specific needs," said Lino Santacruz, project manager for the SRE. "AT&T's International Operations Division office in Mexico City was very responsive."

"We've also submitted a plan of action that will result in modernization of the SRE's telecommunication service through the AT&T Software Defined Network, which will provide the agency with a virtual private network within the public-switched AT&T network," said Ogunsula. "This means the SRE can have the features and security of a dedicated private network without investing in dedicated private lines, and the service can grow and change as their needs change. The agency has approved

our plan of action and we'll begin installation in the third quarter of this year. The network will include voice, data, fax and e-mail services, which the SRE plans to expand to 21 countries worldwide."

To learn more about AT&T's volume calling services for international customers, contact Ogunsula at 301 608-4510. ■





# AT&T Links Saudi Bases In Peace Shield Program



PHOTO COURTESY OF AT&T

**AT&T oversaw the installation of more than 645 miles of fiber-optic cable in Al Kharj, Saudi Arabia. This cable linked six bases of the Royal Saudi Air Force's Peace Shield command, control and communications network.**

challenges," said Todaro. "Access to the bases was sometimes limited, and during wartime the Royal Saudi Air Force made changes in equipment and even built new roads to the bases, with no time for updating records."

**T**HE SAUDIS CALL HIM "ABBA," or "father" of Peace Shield. He is Jack Fisher, a former U.S. Air Force colonel. On July 22, Fisher and AT&T completed installation of the Royal Saudi Air Force's Peace Shield command, control and communications network.

Involved in the program since its inception, Fisher retired from the Air Force in the early 1990s, but stayed on as a civilian employee to manage the project. "He became a trusted friend of our Royal Saudi Air Force contacts and this relationship was central to our success," said Sam Todaro, program manager for AT&T Business Communications Services – Federal Systems, who coordinated the project.

Managed by the U.S. Air Force for the Saudi Arabian government, the Peace Shield network includes

equipment linking bases in Al Kharj, Dhahran, Riyadh, Taif, Khamis Mushayt and Tabuk, Saudi Arabia. The Saudi government chose AT&T for the project because of the company's demonstrated performance in integrating the Peace Sun network, a ground communications system for the Royal Saudi Air Force completed during the early 1980s.

## **Multipurpose**

AT&T handled design, installation and testing for the Peace Shield system, which includes copper and fiber-optic cable.

The Saudi military will use the network for command and control functions. Capabilities include mobile telephone, paging, radio and microwave transmission, radar data entry, wideband secure voice transmission and closed-circuit television linkups.

Design work on the project, begun in 1989, was interrupted by Operations Desert Shield and Desert Storm. "The war gave us a few

## **On Time**

"It was unique and a little hard, but everything worked out well," said Todaro. "We were committed to completing the job on time and at no cost over-run, and in the end our customer was completely satisfied."

The Saudi Amoudi Group, a Saudi Arabian construction company, helped AT&T complete the Peace Shield installation. Five AT&T representatives remain in Saudi Arabia to support anticipated additions to the program.

If you'd like more information on AT&T's international networking solutions, contact David Hankins, AT&T international programs director, at 910 279-5275. ■



# DCTN Video Training

**If**

YOU'RE A VIDEO ROOM FACILITATOR... or plan to become one soon...then AT&T has a training class for you.

AT&T's Video Facilitator Training Forum is open to all facilitators using AT&T-furnished video rooms on the Defense Commercial

Telecommunications Network (DCTN). Currently, there are 173 DCTN video rooms on the network.

At the three-day forum you'll improve your understanding of videoconferencing, as well as learn new video techniques and resolve issues with other government room facilitators.

AT&T technical experts will show you how to operate the video camera and the room control panel and program the codec — equipment that converts the outgoing video signals into a compressed digital format.

The training forum is offered at the AT&T Customer

**Merle Little, AT&T Integrated Solutions instructor, pulled out the "video plumbing" during a Video Facilitator Training Forum.**

Support Center in Greensboro, N.C., free of charge to DCTN video customers.\*

So check out the 1995 schedule and come join us. For more information on the Video Facilitator Training Forum, contact AT&T's Ruth Deviney at 910 279-4019. ■

*\*Travel and living expenses during the training are the responsibility of each participant.*

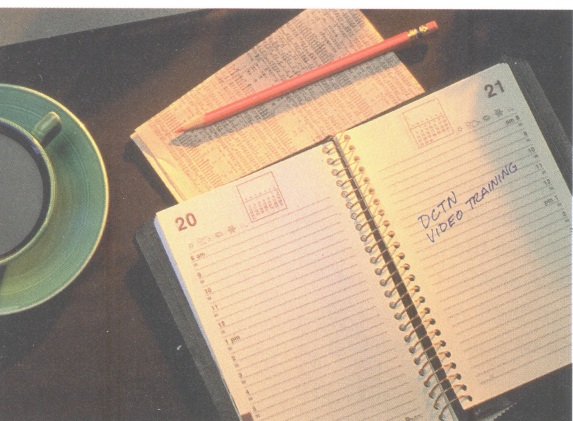


PHOTO COURTESY OF AT&T

## 1995 Schedule

<b>February</b>	<b>7</b> (contracting officers, technical representatives)
<b>April</b>	<b>25-27</b>
<b>June</b>	<b>6 - 8</b>
<b>August</b>	<b>15-17</b>
<b>September</b>	<b>19-21</b>

## A Billion and Counting: Preparing for New Area Codes

**HOW BIG IS THE INFORMATION REVOLUTION?** Consider this: nearly a billion telephone numbers are no longer enough to handle all the communications across the United States, Canada, Bermuda and the Caribbean Basin. These are the areas covered by the North American Numbering Plan, the blueprint for telephone number design and processing.

So beginning Jan. 1, the North American telephone network will change the way it develops new area codes, a move expected to generate an additional five billion telephone numbers.

### The Facts

The configuration of new area codes will mean your communications system, or PBX, may need

some important changes to work properly.

Here's why: Right now, the second digit of every area code is either the number zero or one. Your communications system looks at that second digit to determine whether you're making a local or a long-distance call. But all the possible area codes with this design are already in use. Beginning in January, new area



## Multilingual Menus, Speech Recognition, Automated Directories . . . and More!

**A**T&T'S CONVERSANT® VOICE INFORMATION system automates many functions otherwise requiring a human operator. Callers hear a prerecorded greeting followed by a prompt to use touch-tone telephone keys or voice commands to reach a certain department, order documents, access recorded announcements or obtain other information.

A variety of optional enhancements speed up this process, add new caller options and expand the speech recognition vocabulary, making the CONVERSANT system more "natural" and easier to use. Here are a few of them:

**Call center applications** help your agency provide better service during peak calling periods. For example, the system can estimate and inform callers of their waiting time, offer a menu of options like checking the status of an order or requesting new information — all while maintaining the caller's place in queue. If callers prefer not to wait, they can leave a voice message for an agent instead of remaining on hold. Or the CONVERSANT system can direct callers to enter telephone or account numbers via touch-tone keys,

then immediately send the calls to the special agent or group assigned to them.

**CONVERSANT voice processing and speech recognition** allows callers to hear and reply to prompts in a variety of languages. At any one time, your choice of two languages can reside on one system. For example, you could give callers the option of responding in either English or Spanish. Callers who choose Spanish would select the first option by speaking *uno* (one) or pressing the number *one* on the telephone keypad. CONVERSANT system 4.0 supports a standard 13-word vocabulary of *yes*, *no*, *oh*, and the numbers *zero* to *nine* for speech recognition applications in several languages.

**Expanded speech recognition**, using AT&T's FlexWord™ software, complements the system's 13-word vocabulary by offering up to 2,000 words and phrases in American English. This allows callers to use words instead of numbers to select information. For instance, instead of waiting for an attendant to connect them, callers can speak a department name — "purchasing" — to have the call directed.

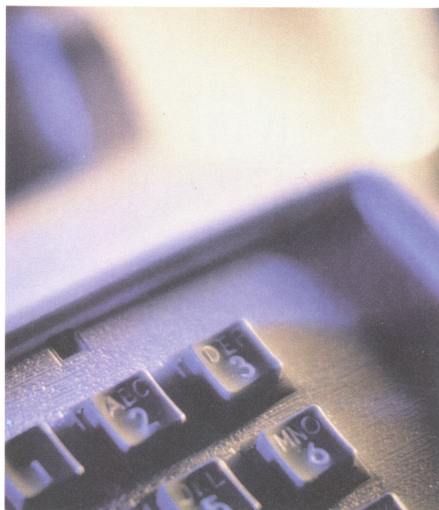
**Directory Assistant** offers an automated alternative to adding operators or missing calls, especially during peak calling periods. This software enables the system to ask callers to spell the name of the person they want to reach, using the touch-tone buttons on their phones. The system uses as few as three letters to match a name in the directory data base. Once a match is made, the system speaks the name of the called party and asks the caller to verify the selection.

**Silent Sentry** acts as an invisible, 24-hour-a-day "technician" for the CONVERSANT system, continually monitoring its software and hardware, or checking the connection to the telephone system. If a problem occurs, Silent Sentry notifies selected contacts via pager, phone or e-mail until someone responds to the call or turns off the alarm. Silent Sentry also monitors other computers containing data bases that are connected to the CONVERSANT system to assure continuous security and availability of information. ■

codes will have another number as the second digit.

If you are an AT&T customer with a Definity® communications system Generic 3 or Generic 2.2, the technology to accommodate this new area code numbering plan is built right into your system — and you don't have to make any changes at all. But virtually all other AT&T customers will need to reprogram, or possibly even upgrade, their systems in order to process calls correctly.

AT&T isn't alone. All suppliers of communications systems and their



customers will make this transition.

Our commitment is to help AT&T customers make the change smoothly, with no disruption to operations and with minimal cost and maximum flexibility. If you need to talk with us about the impact of the new area codes on your communications system, contact your AT&T Global Business Communications Systems account representative — or call 1 800 492-6769 — today. We'll help you through these changes quickly and easily. ■



# Network Solutions: AT&T Minority Supplier of the Year

**N**ETWORK SOLUTIONS INC. HAS BEEN named AT&T's 1993 Minority Supplier of the Year. The Herndon, Va.-based subcontractor on the FTS2000 contract and Treasury Multi-User Acquisition Contract (TMAC) received the first such honor at ceremonies in Greensboro, N.C.

"Network Solutions has played an integral part in helping us satisfy our federal government customers' requirements and contributing to our cost reduction efforts," said Daniel Carroll, senior vice president and chief procurement officer for AT&T.

## Partners

Network Solutions is a nationwide company specializing in network integration, support services and management. In 1990, the company won AT&T's largest contract ever awarded to a minority supplier with an agreement to prepare and test AT&T equipment used to monitor the FTS2000 network.

Network Solutions' responsibilities also include site surveys, post-installation testing and warranty administration for the equipment. To administer this contract, Network Solutions built and staffed a 5,000-square-foot staging center in Oklahoma City, Okla.

**"THIS EXEMPLIFIES THE PARTNERSHIP BETWEEN GOVERNMENT, INDUSTRY AND MINORITY-OWNED ENTERPRISES TO WHICH AT&T GLOBAL INFORMATION SOLUTIONS IS SO STRONGLY COMMITTED."**

Last October, AT&T Global Information Solutions subcontracted to Network Solutions a substantial part of the TMAC contract that will modernize the Internal

Revenue Service's computer system.

## Mentor-Protege

Both AT&T and Network Solutions credit their continuing successful partnership to the Mentor-Protege program, an initiative of the Department of Defense (DoD). The program encourages defense contractors to provide developmental opportunities to minority-owned businesses.

## AT&T Global

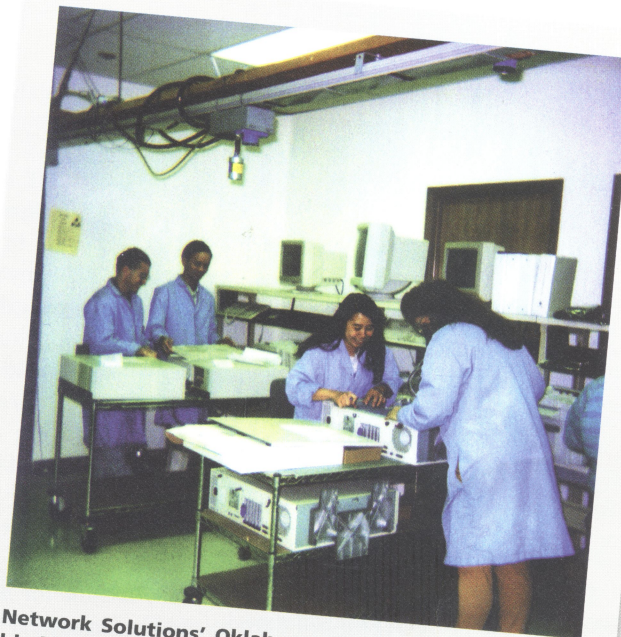
Information Solutions provides Network Solutions with assistance in hardware, software, training and other components that reinforce the strategic link between the two companies.

"This effort exemplifies the partnership between government, industry and minority-owned enterprises to which

AT&T Global Information Solutions is so strongly committed," said Richard McMahon, area vice president. "AT&T bene-

fits by securing a highly skilled business partner with a strong working knowledge of our methods and procedures, while the federal government and the commercial market benefit by gaining an expanded industrial base."

"We've been able to strengthen a number of areas to make our company a



**Network Solutions' Oklahoma City technicians assembled and integrated equipment for the TMAC program.**

PHOTO COURTESY OF NETWORK SOLUTIONS, INC.

better strategic partner with AT&T," added Network Solutions' Vice President of Corporate Marketing Al White.

"We feel honored to have won this award. As we see the tremendous needs of the information superhighway emerging, we also see many opportunities for potential partnerships with AT&T in voice, data and wireless communications. We look forward to further opportunities to work together."

To learn about AT&T's Minority Business Enterprise Program, please call Stephanie McNeil-Bates at 301 608-4680. ■